

REMARKS

Claims 1-8, 10, and 12-67 remain pending in the present application, claims 9 and 11 have been cancelled. The claims have been amended to further clarify the invention. Support for the amendments can be found, for example, in paragraphs 116-121, 136-138, 140, 145 and 239. Reconsideration of the pending claims and allowance is respectfully requested in view of the following comments.

Claim Rejections under 35 U.S.C. §103

Gusick et al. and Cogger et al.

Claims 1, 3-20, 22-28, 30-33, 35-40, 42-50 and 52-67 stand rejected under 35 U.S.C. 103(a) as being unpatentable over Gusick et al. (US Pub. No. 2001/0047270) alone or in view of Cogger et al. (US Pat. No. 6,859,783).

Applicants respectfully traverse because neither of the references, alone or in combination, disclose or suggest "categorizing" a request including "calculating a priority value for the request in accordance with the type of request at the time of receiving the request".

Gusick et al. purports to disclose a customer service system and method to enable different parties or organizations to communicate or share customer service information with one another. In paragraph 4 of Gusick et al. it is noted that in conventional customer service systems, an organization may automate its customer service system by including access to a list of frequently asked questions (FAQ) and their corresponding answers. The organization categorizes, organizes and/or cross-references the questions and answers into a customer service knowledge base. In this manner, customers visiting the site can browse or search the knowledge base and have their questions answered with human intervention. The system may allow a customer to browse through the customer service information or to submit a query that the manager attempts to match with customer service information contained in a knowledge database. See Para. 19. In this way, the system of Gusick et al. may categorize answers to customer questions. Gusick

et al. does not disclose or suggest, however, categorizing customers' requests, such as by calculating a priority value for the request.

Conversely, the claims as amended recite "categorizing the request" wherein "the process of categorizing the request includes: determining the type of request, calculating a priority value for the request in accordance with the type of request at the time of receiving the request; assigning the priority value to the request, and sending a request for resolution." The request for service may be resolved "in accordance with the priority value." In at least this way the claims may be distinguished from Gusick et al. which discloses organizing questions and answers in a knowledge base, not categorizing requests.

Cogger et al. fails to fill the gaps. Cogger et al. purports to disclose a system and method for opening and tracking trouble tickets over the public Internet. A customer service management system may provide information included within a customer profile record to a Web enabled infrastructure which may be accessible by a remote customer workstation having a web browser and Internet access. The customer profile information may be used to populate data fields in dialogs used to open a trouble ticket. Once the trouble ticket is opened, the customer workstation may track the existing trouble tickets through a browser based graphical user interface. The graphical user interface may provide current and historical status reports of the actions taken to resolve a network event and the service organizations responsible for resolving the network event. Crogger et al. does not disclose or suggest "calculating a priority value for the request in accordance with the type of request at the time of receiving the request."

Therefore, neither Gusick et al nor Crogger et al., alone or in combination, discloses or suggest all the features of the claims. For at least this reason, Applicants respectfully request that the rejections be withdrawn.

Gusick et al. and Jones et al.

Claims 2, 21, 29, 34, 41 and 51 stand rejected Gusick et al. in view of Jones et al. (US Pat. No. 6,219,648). Applicants respectfully traverse because neither of the references, alone or in combination, disclose or suggest "calculating a priority

value for the request in accordance with the type of request at the time of receiving the request."

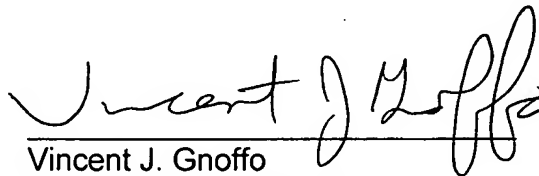
Jones et al. purports to disclose an alerting system for ensuring awareness of pending customer generated trouble tickets which have not been resolved for at least a predetermined time duration corresponding to an escalation level. A customer service center selects the time duration. The alerting system includes a manager module which periodically monitors the pending customer generated trouble tickets and determines whether each pending customer generated trouble ticket remains unresolved for the time duration corresponding to the escalation level. An alerting module sends an alert to a recipient assigned to the escalation level when the manager module determines the trouble ticket has not been resolved for the time duration corresponding to the escalation level. Neither Jones et al., nor Gusick et al., alone or in combination, disclose or suggest the claimed "calculating a priority value", where the priority value is "in accordance with the type of request at the time of receiving the request."

For at least these reasons, Applicants respectfully request that the rejection be withdrawn.

Conclusion:

Applicant respectfully requests the allowance of the application. The Examiner is invited to contact the undersigned attorneys for the Applicant via telephone if such communication would expedite this application.

Respectfully submitted,



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